



Common Intake Release 3.0 is now Live!



Your Application Inbox is now ready to receive State-Aided Family Public Housing electronic applications...

What is the Application Inbox?

- ◆ A mailbox for Common Intake applications for State-Aided Family Public Housing.
- ◆ Where applications for your Local Housing Authority arrive in electronic form, ensuring application consistency, and allowing for easier processing.
- ◆ Local Housing Authorities receive, search, sort, view, print, enter status updates, and track electronic applications

How do I access the Application Inbox?

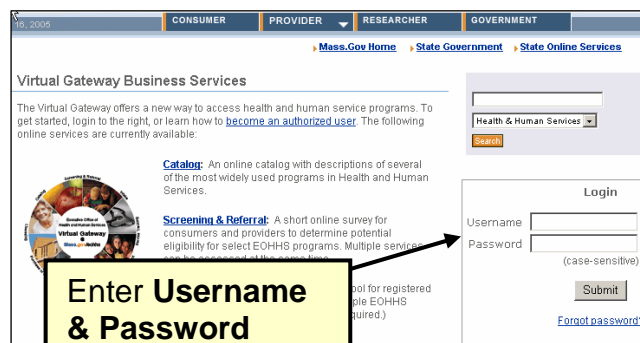
- ◆ Local Housing Authorities should access the *Online Business* link on the Department of Housing & Community Development (DHCD) website. Login and check your Inbox for applications... it's as easy as checking your e-mail.

1) Access the DHCD Homepage at www.mass.gov/dhcd, click *Online Business*, click *Local Housing Authority*, and then click *Application Inbox, Virtual Gateway*



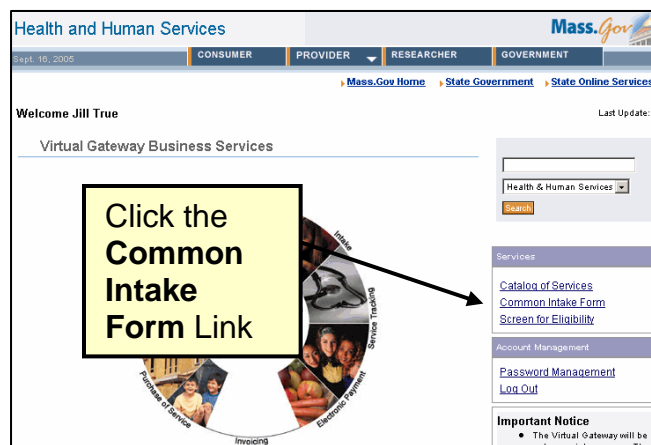
Click the **Application Inbox, Virtual Gateway** link

2) Logon to the Virtual Gateway Dashboard with your assigned username and password



Enter **Username & Password**

3) Enter the Common Intake Dashboard through Virtual Gateway Business Services



Click the **Common Intake Form Link**

4) Select *Application Inbox* from the Common Intake Home Page



Click the **Enter Application Inbox** link

Continued...

Use your Application Inbox to:

- ◆ Sort, search, view, and print your applications
- ◆ Change the status of an application as you process it

The screenshot shows the 'Virtual Gateway' interface for the 'Mass.gov' portal. It includes a search section with fields for 'Application/Inquiry Number', 'Applicant Name' (Last, First), 'Tracking Data', and 'Submitted Date Range'. A 'Search' button is present. Below the search section is a table of search results. One result is shown for application number 126084, program 'State-Aided Public Housing', applicant 'Sally Smith', date '09/26/2006', status 'New', and organization 'Brookline HA'. The status is 'Pending LHA Response'. Annotations include: 'Search criteria fields' pointing to the search input fields; 'Search results' pointing to the table; and 'Select applicant's Name to view/print summary' pointing to the 'Sally Smith' link in the table. A 'Change Application/Inquiry Status' button is located below the table.

Search criteria fields

Search results

Select applicant's Name to view/print summary

Key!

Be sure to check your Inbox for applications at least once a day, or more as necessary.

Help

Application Inbox user manuals providing detailed instructions are available on the Virtual Gateway portal.

FYI

If you need additional training to access your Application Inbox, feel free to contact the Virtual Gateway Help Desk.

Points to Remember:



Access the latest Application Inbox User Manual and Training Materials online!

Ctrl + Click here to follow link!

Questions?



The Virtual Gateway Help Desk is at your service! Please call (800) 421-0938 Monday – Friday, 9 AM – 5 PM.